

JPL Remote Access Service


How do I transition from the old RAS system to the new RAS System?

Step 1 – Know your JPL Password

Make sure you know your JPL Username and Password. You will need them to sign up and to use the Remote Access Service (RAS).

If you do not know it, please call the DNS Support Center at 4-HELP (818-354-4357) Press Option #1 ► Option # 2 ► Option #3.

Step 2 – Sign up

Sign up at <http://ras.jpl.nasa.gov> (Click on the big  button)

(even if you already have RAS - everyone needs to sign up under the new system)

Note: The new RAS system requires that you fill in a Challenge and Response to assist you with future password resets. With this, if you forget your JPL Password you can simply call 4-HELP at any time, they will ask you the Challenge question (Favorite Color?) you provide, and if you provide the correct Response (Blue), your password will be reset while you are on the phone.

Step 3 – Use the RAS Services

Test your new RAS account by logging in to **BrowserRAS** at <http://intranet.jpl.nasa.gov> using your JPL Username and Password. If you can log in and go to different web sites at JPL, your account is working!



Dialup users

The Dialup service will remain largely unchanged during this transition. In mid-May expect to see an announcement alerting you to the date when you should start using your **JPL Password**. At this time the RAS Password will no longer be used for any RAS service.



VPN users

VPN users will need to install the new VPN 3000 software. Because multiple VPN applications/versions cannot co-exist on a single computer, you will need to decide when you want to make the transition to the new VPN client between now and mid-May when the old VPN 5000 system will be decommissioned. There are several options available to you when you are ready.

Option 1 for all systems:

Install the software yourself by going to the VPN section of the RAS site and following the instructions in the Quick Start Guide for your operating system. Review the extensive FAQ to solve common problems.

<http://ras.jpl.nasa.gov> (Select VPN)

| LMIT/Alliance subscribed computers | JPL Purchased/ Government property | Home/Personal/Other Computers |
|---|---|---|
| <p><u>Option 2</u> Contact the DNS Support Center to make arrangements to install the new software or to help you if you have problems with the installation.</p> <p><u>Option 3</u> Bring your subscribed laptop to VPN Table Days:</p> <ul style="list-style-type: none"> • Week of March 22nd Mon. through Friday 1:30-4:30pm • Week of April 19th Mon. through Friday 1:30-4:30pm | <p><u>Option 2</u> Contact the DNS support Center to make arrangements to have them install the new software or to help you if you have problems with the installation.</p> <p>There may be a charge if a site visit at JPL is necessary.</p> | <p><u>Option 2</u> If you have problems with the installation and you can't find the solution in the VPN FAQ, the DNS Support Center will provide best effort phone support at no cost. You must have Internet access in order to receive help with the installation of the VPN client, with BrowserRAS, or with Dialup (Internet access not required for Dialup). The following conditions apply:</p> <ul style="list-style-type: none"> • You must have a JPL badge number (Property # is not needed) • Only phone support is available (LMIT cannot visit your home) • Desk side support is only available for JPL or LMIT/OAO Tagged systems • For VPN or BrowserRAS the user must have a working Internet connection |
| <p>The DNS Support Center can be reached at 4-HELP (818-354-4357), Option #1.</p> | | |